



**POSITION:**        **DIRECTOR | ASSOCIATIONS**  
**Department:**    Association Management  
**Reports to:**      Partner | Digital + Associations

### **Knowledge and Skills**

- 8+ years of experience
- Ability to communicate with all levels of organizations and employees
- Solid negotiation, organization, detail, and client focused skills
- Ability to work on multiple projects/clients simultaneously
- Proficiency in Microsoft Office Programs
- Experience with online registration software/CRM systems
- Certified Meeting Professional certification preferred

### **Responsibilities**

1. Manage and lead assigned association clients including development of plans and budgets, membership communication, projects through the agency and delivering the highest quality management services to clients.
  - Quality of yearly plans
  - Regular communication with Presidents/executive committees
  - Coordinate communication between committee and board of directors
  - Manage association processes within the agency
  - Quality of service to members and association leadership
  - Manage membership recruitment and retention
  - Support membership requests
  - Manage governance policies
2. Manage conference planning to execute meetings and events at the highest possible level to include the finances, planning, contract negotiation, registration, sponsorships and client communication.
  - Budget management
  - Hotel contract negotiation
  - Staff direction and on-site coordination
  - Continuing education accreditation
  - Quality of events
  - Client satisfaction
3. Lead the division to develop new opportunities and clients to create new opportunities.
  - Represent Celtic in the industry to create brand recognition for our association division
  - Develop new business materials and marketing materials for the division and keep Association website up to date
  - Respond to new business opportunities through RFP proposals, presentations and networking
  - Contribute to the planning and profitability of the agency



4. Manage the staff within the Association Division to provide the highest quality service and diversity of talents to service the clients.
  - Create department structure and process to best service client needs
  - Mentor and challenge staff to continually create innovative programs
  - Set highest quality standards for digital programs
  - Oversee attitude and harmony in the staff
  - Direct current department staff and hire new employees
5. Manage the bookkeeping and corporate structure for associations including the billing process, yearly reporting and taxes
  - Liaison with the accounting firm
  - Processes for billing and collections
  - Ongoing financial reports to the association treasurers
6. Contributes to the effective functioning of the agency.
  - Displays professional work standards and attitude
  - Plans and manages division profitability
  - Represents the agency in a positive, professional manner during client interaction
  - Follows company policies
  - Cooperation